

WHAT IS CLAIMED IS:

[c1] An interactive system comprising:

a communication device which performs communication with at least one terminal;

a storage device which stores identification information for identifying interaction processing with the terminal; and

an interaction control device which reads out the identification information to transmits the identification information to the terminal which performs the interaction processing while setting the identification information to store the identification information in the storage device, the interaction control device controlling the interaction processing between the terminals by the same identification information transmitted from any one of the terminals.

[c2] An interactive system comprising:

a communication device which performs communication with at least one terminal;

a storage device which stores identification information for identifying interaction processing with the terminal; and

an interaction control device which performs control so that, when the new interaction processing with the terminal is started, the interaction control device transmits the identification information for identifying

the interaction processing to each terminals while storing the identification information in the storage device, when the interaction processing is in progress, the interaction control device stores progress information for indicating a degree of progress of the interaction processing in the storage devices while the progress information is corresponded to the identification information, and, when the interaction control device receives the same identification information as the identification information of the interrupted interaction processing from the terminal or another terminal different from the terminal after the interaction processing with the terminal is interrupted, the interaction control device causes the terminal to participate in the interaction processing from the degree of progress in which the interruption has occurred.

[c3] The interactive system according to claim 2, in which the interaction control device can cause the terminal to participate in the interaction processing concerned with the identification information, in the case where the interaction control device receives the same identification information as the identification information of the ongoing interaction processing from the terminal or another terminal different from the terminal when the interaction processing is in progress.

[c4] The interactive system according to any one of claims 1 to 3, in which the communication device is a voice communication device which performs voice communication with the terminal or another terminal different from the terminal through a line switching network.

[c5] The interactive system according to any one of claims 1 to 3, in which the communication device is a data communication device which performs data communication with the terminal or another terminal different from the terminal through a data exchange network.

[c6] The interactive system according to any one of claims 1 to 3, in which the communication device has the voice communication device which performs the voice communication with the terminal through the line switching network and the data communication device which performs the data communication with the terminal or another terminal different from the terminal through the data exchange network.

[c7] The interactive system according to any one of claims 1 to 6, in which the interaction control device issues the identification information to the newly started interaction processing so that the identification information of the newly started interaction processing does not overlap with the identification information of another already ongoing interaction processing.

[c8] The interactive system according to any one of claims 1 to 6, in which the interaction control device uses intrinsic information as the identification information for the terminal which newly starts the interaction processing.

[c9] The interactive system according to claim 8, wherein the intrinsic information is a telephone number of the terminal or an address which is given to the terminal.

[c10] The interactive system according to any one of claims 1 to 6, in which the interaction control device uses positional information of the terminal which newly starts the interaction processing as the identification information.

[c11] The interactive system according to any one of claims 1 to 10, in which the interaction control device sets a predetermined valid duration to the identification information, and

the interaction control device deletes the identification information from the storage device, in the case where interruption time of the interaction processing exceeds the valid duration.

[c12] The interactive system according to any one of claims 1 to 11, in which the interaction control device can cause the terminal newly connected to the interactive system to select whether the terminal starts the new

interaction processing or the terminal participates in the already ongoing interaction processing.

[c13] The interactive system according to any one of claims 1 to 11, in which the interaction control device uses the intrinsic information as the identification information to the terminal, and

the interaction control device obtains the intrinsic information from the terminal newly connected to the interactive system, and the interaction control device automatically causes the terminal to participate in the interaction processing concerned with the identification information in the case where the intrinsic information coincides with the identification information stored in the storage device.

[c14] An interaction control method which is executed by a computer system including a communication device performing communication with at least one terminal and a storage device, comprising steps of:

generating identification information for identifying interaction processing to store the identification information in the storage device, and transmitting the identification information to each terminal, when the new interaction processing with the terminal is started;

executing a series of interaction processings in

response to information received from the terminal;

causing the terminal or another terminal different from the terminal to participate in the interaction processing concerned with the identification information, in the case where the same identification information as the identification information of the ongoing interaction processing is received from the terminal or another terminal different from the terminal when the interaction processing is in progress.

[c15] An interaction control method which is executed by a computer system including a communication device performing communication with a terminal and a storage device, comprising steps of:

transmitting identification information for identifying the interaction processing to the terminal while storing the identification information in the storage device, when the new interaction processing with the terminal is started;

executing a series of interaction processings in response to information received from the terminal;

storing the identification information in the storage device while progress information for indicating a degree of progress is corresponded to the identification information, when the interaction processing is in progress; and

permitting the terminal or another terminal different from the terminal to participate in the interaction processing from the degree of progress in which interruption has occurred, when the same identification information as the identification information of the interrupted interaction processing is received from the terminal or another terminal different from the terminal after the interaction processing is interrupted.

[c16] The interaction control method according to claim 15, further comprising a step of permitting the terminal or another terminal different from the terminal to participate in the interaction processing concerned with the identification information, in the case where the same identification information as the identification information of the ongoing interaction processing is received from the terminal or another terminal different from the terminal when the interaction processing is in progress.

[c17] An interaction control program which can be executed by a computer system including a communication device performing communication with at least one terminal and a storage device, the interactive control program causing the computer system to sequentially execute steps of:

transmitting identification information for

identifying interaction processing to the terminal while storing the identification information in the storage device, when the new interaction processing with the terminal is started;

executing a series of interaction processings in response to information received from the terminal;

permitting the terminal or another terminal different from the terminal to participate in the interaction processing concerned with the identification information, in the case where the same identification information as the identification information of the ongoing interaction processing is received from the terminal or another terminal different from the terminal when the interaction processing is in progress.

[c18] An interaction control program which can be executed by a computer system including a communication device performing communication with at least one terminal and a storage device, the interactive control program causing the computer system to sequentially execute steps of:

transmitting identification information for identifying interaction processing to the terminal while storing the identification information in the storage device, when the new interaction processing with the terminal is started;



executing a series of interaction processings in response to information received from the terminal;

storing the identification information in the storage device while progress information for indicating a degree of progress is corresponded to the identification information, when the interaction processing is in progress; and

permitting the terminal or another terminal different from the terminal to participate in the interaction processing from the degree of progress in which interruption has occurred, when the same identification information as the identification information of the interrupted interaction processing is received from the terminal or another terminal different from the terminal after the interaction processing is interrupted.

[c19] The interaction control program which can be executed by a computer according to claim 18, further comprising a step of permitting the terminal or another terminal different from the terminal to participate in the interaction processing concerned with the identification information, in the case where the same identification information as the identification information of the ongoing interaction processing is received from the terminal or another terminal different from the terminal when the interaction processing is in progress.

[c20] An interactive system comprising:

- a communication device which performs communication with a terminal;
- a interaction control device which responds to information received from the terminal to execute a series of interaction processings; and
- a storage device,

wherein the interaction control device stores identification information for identifying the interaction processing when the new interaction processing is started, and the interaction control device can cause the terminal to participate in the interaction processing concerned with the identification information in the case where the interaction control device receives the same identification information as the identification information of the ongoing interaction processing from the same terminal or another terminal when the interaction processing is in progress.